



**JABATAN UKUR BANGUNAN  
FAKULTI SENIBINA, PERANCANGAN DAN UKUR  
UNIVERSITI TEKNOLOGI MARA**

**COMPETENCY OF WORKERS IN BUILDING CONTROL  
DEPARTMENT OF LOCAL AUTHORITIES**

**SUHIRMAN BIN MOHAMMAD  
2000617493  
IJAZAH SARJANA MUDA UKUR BANGUNAN (KEPUJIAN)**

**APRIL 2002**

## **ABSTRACT**

Construction is the most important industry that contributes towards development of our nation. Physically all the effort should be provided in order to cater for the best quality of buildings being constructed. Construction plays a major role to assure the realisation of citizen's aspiration towards development of Malaysia. Construction was the most important proofs to be referred as a measurement of the effort of our nation.

Looking at our construction industry we can see that the developments of the buildings were depends on the handling of the projects. The best quality buildings can only be built well if regulatory body did well during projects approvals. Regularly, when talking about construction project located within certain area, we will noticed that they have to deal with Local Authorities of particular territory of authorization.

Then, the developments of constructional projects were bound to regulations and conditions applied to the territory. Local Authority, which is mainly the government body which hold the obligation of authorization for the developments of constructional projects in their respective area.

We always heard rumours saying that government's servant are not competent in handling their duties obligated for them. Due to those consequences, I realized that something somehow should be done to reveal

the reality behind that rumours. The lack of competencies among governments' staff was happened continuously long ago.

On realizing that situation, writer feels that something had to be done to reveal the reasons behind the scenario. Should there be good reasons to explain on the government servants' attitude. Writer has made decision to write about the real situation at Local Authority. Specifically, writers will go deep under to seek information from the Building Control Department and Building Department.

After few decisions, the selected title was " Competency Of Workers In Building Control Department of Local Authorities ". This title seen as the best to suit the rationale between revelations of the problems, as the Building Control is the Department where all the approval of the buildings was begun. Then, it effects upon quality of the buildings construction. Hopefully, the result of this dissertation can give an impact towards enhancement of performances among civil servants mainly focused at to those whom is servicing at Building Control Department of Local Authorities.

This dissertation will reveal and enhancing the lack of competency, which seems to be likely, happened among civil servants staff at Local Authority. This will coherently focused at the Building Control Department.

**COMPETENCY OF WORKERS IN BUILDING CONTROL  
DEPARTMENT OF LOCAL AUTHORITIES**

<b>CONTENTS</b>	<b>PAGE</b>
<b>ACKNOWLEDGEMENT</b>	<b>I</b>
<b>ABSTRACT</b>	<b>II</b>
<b>DEDICATION</b>	<b>IV</b>
<b>LIST OF TABLE</b>	<b>V</b>
<b>LIST OF CHART</b>	<b>VI - VII</b>
<b>LIST OF ATTACHMENT</b>	<b>VII</b>

**CHAPTER 1  
INTRODUCTION**

<b>1.1 Introduction</b>	<b>2 - 3</b>
1.1.1 Definition Of Competency	3 - 4
1.1.2 Building Control Department	5 - 6
<b>1.2 Research Objective</b>	<b>7</b>
<b>1.3 Scope of Research</b>	<b>8</b>
<b>1.4 Problems</b>	<b>9 - 10</b>
<b>1.5 Methodology of Research</b>	<b>11 - 12</b>
1.5.1 Primary Data	12
1.5.2 Secondary Data	13
<b>1.6 Chapter Synopsis</b>	<b>14</b>

1.6.1 Chapter 1	14
1.6.2 Chapter 2	14
1.6.3 Chapter 3	15
1.6.4 Chapter 4	15
1.6.5 Chapter 5	16
1.6.6 Chapter 6	16
1.6.7 Chapter 7	17
1.7 Consequence of Study	17 - 18

<p style="text-align: center;"><b>CHAPTER 2</b> <b>HUMAN RESOURCE DEVELOPMENT</b></p>
---

2.1 Introduction	19
2.1.1 Fundamental Principles 1	19
2.1.2 Fundamental Principles 2	19
2.1.3 Fundamental Principles 3	20
2.1.4 Fundamental Principles 4	20
2.2 Competency Terms	21 - 23
2.2.1 Competencies and technical skills	23 - 24
2.2.2 Determinants of Competencies	24 - 26
2.3 Human Resource Development	27 - 28
2.3.1 Human Resource Development	28 - 33
2.3.2 Managing Human Resource Development	33 - 42
2.4 Human Resource Development Strategy	43